

**Step One: Determine Eligibility:**

- * **Phone:** Enrollment/eligibility office: 503-220-8262, option 3.
- * **In person:** Enrollment offices at the following locations: Portland Hospital (Building 100, 1D Room 137), Vancouver, Bend, Fairview, Hillsboro, Salem, West Linn. Hours for all locations are 0900-1530, Monday through Friday.
- * **Online:** Health Benefits Explorer <http://hbexplorer.vacloud.us/>
Or for more information <https://www.vets.gov/health-care/eligibility/>

Step Two: Apply for Health Care Benefits:

- * **Online:** <https://www.vets.gov/health-care/apply/application/introduction>
- * **Phone:** 1-877-222-VETS, Monday - Friday, 8:00 AM to 8:00 PM (ET).
- * **In person:** Visit any of the above listed enrollment office locations. Bring 10-10 EZ; found here: <https://www.va.gov/vaforms/medical/pdf/1010EZ-fillable.pdf>
- * **Mail:** Complete the Application for Health Benefits (VA Form 10-10- EZ), mail to:
**Portland VA Medical Center
Business Office-Eligibility
3710 SW US Veterans Hospital Rd.
Portland, OR 97239**

Items you need in order to apply:

- Social Security number (required)
- Copy of your military discharge papers (DD214 or other separation documents)
- Purple Heart recipients only: Copy of your award letter (if 'Purple Heart' is *not* noted on your DD214)
- Financial information and your dependents' financial information
- Account numbers for any health insurance you currently have (such as Medicare, private insurance, or insurance from an employer), or a copy of both sides of your current insurance card

Step Three: Get Scheduled:

- * A decision should be made about your application within 1 week. If you have not been contacted, please don't apply again. Call toll-free hotline at 1-877-222-VETS (1-877-222-8387).
- * VA Representative will call to schedule your first doctor's appointment and answer any questions about your health care benefits.
- * **Once you are enrolled, obtain your Veterans Health Identification Card (VHIC)**, which is used to check into medical appointments. VHIC can be obtained at any of the above listed enrollment office locations. Or call: (503) 220-8262.
- To schedule a mental health appointment:** call 503-220-8262 ext. 56409; see opposite side for details

Are you a Post 911 Veteran?

Contact the Transition and Care Management Program to gain additional support in understanding your benefits.

Transition and Care Management, TCM (formerly OEF/OIF/OND Program):

- * **Phone:** 503-220-8262, ext. 53062, or outside Portland area: 1-800-949-1004, ext. 53062.
- * **In person:** Portland VA TCM office; Building 101, Rm 107
TCM program can determine your eligibility, provide education, and connect to services including mental health.

Are you a survivor of Military Sexual Trauma (MST)?

You can speak with the MST Coordinator to discuss your benefits

* **Phone:** 503-220-3476



How to Access VA Mental Health Services VA Portland Health Care System

Once you are enrolled at the Portland VA you can be triaged for mental health services any time See backside for enrollment information

Two Options to for Mental Health Triage:

1. Call a Mental Health Triage Nurse: 503-220-8262 ext. 56409 during business hours. Be prepared to leave a call-back phone number and a return phone call should be generated by the next business day after your message has been retrieved. Note that if you have seen a mental health provider within two years, you will be directed back to that provider for triage.

2. Request Referral from Primary Care Provider: Call your provider or ask for a referral at your next primary care visit

Mental Health Services Outside the VA

VA MISSION Act: For more information, talk to your VA provider, go to missionact.va.gov, or call MISSION Act Hotline : at (503) 220-8262, option 6, or (844) 698-2311 option 1.

Vet Center: Vet Centers provide combat Veterans and their families a broad range of counseling, outreach, and referral. Services can be used as alternative to VA mental health services, or in coordination.

- Eligibility: If you, or a family member, served in any combat zone and received a military campaign ribbon then you and your family are eligible for Vet Center services
- All services are free of cost and are strictly confidentiality
- Vet Centers do NOT offer primary care or mental health medication management services

To Enroll Call : 877-WAR-VETS (927-8387) or

Portland Vet Center: 503-688-5361

Salem Vet Center: 541-749-2112

Bend Vet Center: 503-362-9911

*Note: The MH Triage nurses can help you identify resources for Veterans inside and outside the VA

Have you discharged from the military within one year? You can call the MH triage line at any time without formal enrollment. If this is your status, please identify yourself as a newly discharged Veteran.

Mental Health Crisis:

If you are in crisis, call 911, go to your nearest Emergency Room, or call the Veterans Crisis Line available 24/7 at 1-800-273-8255 (Spanish/Español 1-888-628-9454). Veterans press "1" after you call. You can also chat live online with a crisis counselor 24/7 by visiting the Veterans Crisis Line website at veteranscrisisline.net

